



# Health & Human Services Gateway Provider Newsletter

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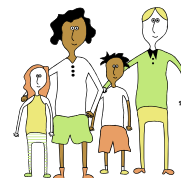
## MassHealth Application Tips

Did you know that each week about 4,000 applications for MassHealth are submitted through Common Intake? Here are some hints to help ensure smooth processing of the applications you enter:



**Income Verification:** To properly verify earned income, MassHealth requires the submission of *two* pay stubs dated within the past *six months* as proof of income. This includes biweekly and weekly income periods. If proper verification is not submitted, a letter is sent to the applicant with a generic verification check list, listing the types of verifications that are acceptable for use as proof of income.

**Determine Household Members:** In order for an applicant to receive the appropriate coverage, it is important to gather information about the household composition before the on-line application is begun. This upfront conversation will help you decide who should be included in the household. Remember to include every family member who resides in the household, even members who have health insurance or those who do not wish to apply. The size of the family is directly related to the income standard used in the determination of eligibility.



**Complete Preferred Fields Whenever Possible:** These fields are just as important to the determination process as the required fields. They should be treated as 'required' unless 1) they don't apply to the applicant's situation or 2) the applicant doesn't have the information with them at the time. Incomplete preferred fields that are pertinent to the application require follow-up with the applicant, which lengthens processing time.



**Alternate Mail Address:** If an applicant wants his/her mail sent to an alternate address, the applicant **MUST** be able to receive mail at that address (the applicant's name must be on the mailbox).

**Don't Use Paper MBRs or SMBRs with Common Intake:** Please be sure to *never* use the paper MBR or SMBR application for a MassHealth applicant when also using the Virtual Gateway for that same applicant. If you cannot meet with a MassHealth "Health Care Reform"/under age 65 applicant at your computer work-station, and you wish to use the Virtual Gateway for that applicant, you must complete the Virtual Gateway Bedside Tool with the patient, and then enter the information onto the Gateway. For MassHealth community elder applicants, a Bedside Tool is not currently available, but we are working on one. We'll notify you when it becomes available.

**Date of Birth on Notifications:** All member Approval, Denial, Upgrade and Downgrade notices now contain the member's Date of Birth when there is no Social Security number on file, or when the member does not have a SSN. Verification notices will contain this information within the next 2 months.

## Contact Us

Virtual Gateway Help  
Desk

800-421-0938

(TTY: 617-988-3301)

## Calling MassHealth Enrollment Centers

Customer call-in times to all MassHealth Enrollment Centers have been temporarily, until December 31<sup>st</sup> *only*, slightly modified. In order to expedite the processing of MassHealth applications and accompanying documentation, the new times are Monday 8:45am to 5:00pm, and Tuesday through Friday 8:45am to 3:00pm.

This adjustment will allow MassHealth staff to more effectively and efficiently focus on processing the large volume of applications and accompanying documentation they have recently received, which will result in enhanced service to you and your patients. MassHealth appreciates your patience during this time.

## Business Process Reference Guides

Reminder - we've developed guides to help you use Common Intake.

### [Business Process Reference Guide for Health Insurance and Health Assistance Programs](#)

- MassHealth, including CMSP and Healthy Start
- Uncompensated Care Pool (UCP)

### [Business Process Reference Guide for Common Intake Release 2.0](#)

- Food Stamps
- Childcare
- Soldiers' Home Chelsea
- Soldiers' Home Holyoke
- Women, Infants and Children Nutrition (WIC)
- Women's Health Network (WHN)
- Department of Mental Retardation Services
- Home Care/Elder Support Services
- Massachusetts Commission for the Blind Services
- Massachusetts Rehabilitation Vocation Rehabilitation Services
- Massachusetts Commission for the Deaf and Hard of Hearing



## MassHealth for Community Elders

The Common Intake application was recently expanded to include MassHealth for seniors and people needing long-term-care services at home.



It is very important that you DO NOT attempt to use the new 65 and over MassHealth Community Elder Virtual Gateway functions until you have been fully trained by MassHealth training staff *and* received your onsite visit from MassHealth.

If they haven't already, MassHealth staff will contact you shortly. Please be patient – MassHealth won't forget about you!

## Virtual Gateway Help Desk

The Virtual Gateway Help Desk Staff is here to assist you.

**800-421-0938**

**617-988-3301 (TTY)**

**9 AM to 5 PM, Monday – Friday**

